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L. E. MacWilliams

Salem Tear Tape

Dear Lori:

The April / May *Salem Tear Tape* promotional templates present a workload that is impossible to manage. Listed are a very few of the problems to date with the April templates:

- Templates were not available on a timely basis, yet May templates, which are due *next week* will be available as scheduled - leaving little time for updates based on these April Templates.
- F3 Function Key does not work in the N50 BPE functions.
In order to 'back out' of a function, it is necessary to go back to the Menu Selection screen and 'Inactivate' BPE and start over!
- Function N5B does not allow a 'download' function, therefore, it is *impossible* to obtain an Excel spreadsheet for any templates. This 'download' feature supposedly is available, but I have been unable to have any success accessing it.
- *Updates for Templates require making each update entry FOUR times - once for each brand style - for every Template that needs adjustments - which is further burdened by the need to go through many screens for each task. This 'Four Template' promotion requires more time than my position allows, and has forced all ROUs to require additional assistance in order to accomplish Stubs, and will again require additional administrative assistance once again for the Template updates.*

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Input for 'Stub' entries was so labor intensive that it was necessary to utilize every Region Coordinator, a part-time person, and the ROM, in order to complete this task within the allowable timeframe. And, after having accomplished this task, these Stubs are only accurate for a moment in time. Ongoing updates / changes for retail / direct accounts are not reflected in Stubs unless continual manual update entries are maintained.

Updates for Templates are equally labor-intensive. In order to make one change for a direct account Template, it requires approximately 10 uninterrupted minutes!!!! due to the fact that the change has to be made on four separate Templates, going through many screens to access each separate Template.

If ALL FOUR STYLES cannot be accessed on ONE form - for both Stubs, and Templates, then as a Promotion Coordinator, it becomes impossible to provide an accurate, concise output. This is a very serious problem, and needs to be evaluated in order to avoid in 1998 the 1997 'excess product' issues that were experienced with Salem Tear Tape. I believe it would be very helpful if someone from Corporate experiences what is involved with these tasks first-hand, by making Stub and Template update entries into SIS, in order to fully understand this overwhelming situation.

**Systems*

Sincerely,

Judy

J. Campbell
Promotional Coordinator / 1610

/jc
B. Roth
D. Fitzgerald

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